

RSHAPPENINGS

The official newsletter of Richmond State Hospital



<https://www.in.gov/fssa/dmha/3305.htm>

December 11, 2020

Our Mission:

To provide individualized patient care as the center of all we do.

Our Values:

Recovery
Strength
Hope

Our Vision:

To be a Center of Excellence that meets the evolving public health and patient care needs through:

Community Partnerships
Innovation
Technology
Evidence-based Practice

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The oldest tree on campus is believed to be a Bur Oak located by the Industrial Building. The Indiana Department of Natural Resources, Division of Forestry believes that it was planted in the late 1800's. These trees have rough bark and massive trunks to help it survive in a broad range of habitats. Bur Oak trees can grow to be 60 and 150 feet tall. They produce yellow catkin flowers in the springtime and acorns that feed a variety of animals. Squirrels will often gather at this bur oak tree and become very vocal. The 125th Richmond State Hospital anniversary tree is also a Bur Oak.

CPI—Seven Principles of Verbal Intervention

Dealing with individuals who are belligerent, hostile, or noncompliant can be an everyday occurrence. Your *effective response* to this defensive behavior is often the *key to avoiding* a physical confrontation with an *out-of-control individual*. These seven principles for verbal intervention will help you intervene in the safest, most effective way possible.

Remain Calm

This may be easier said than done, especially when a person under your care is screaming, making threats, or using abusive language. Remember that the verbally escalating person is beginning to lose control. If the person sense that you are also losing control, the situation will probably get worse. Try to keep your cool, even when challenged, insulted, or threatened.

Isolate the Individual

Onlookers, especially peers of the verbally escalating person, tend to fuel the fire. They often become cheerleaders, encouraging the individual. In addition, the presence of an audience makes it more difficult for the person to back down, for fear of losing face in front of others. Try to isolate the person with whom you are verbally intervening. You will be more effective one to one than in a group setting.

Watch Your Body Language

As a person becomes increasingly agitated, they will pay less attention to your words and more attention to your body language. Be aware of your use of space, posture and gestures. Don't get too close to the person and avoid gestures that might seem threatening. Make sure your nonverbal behaviors is consistent with your verbal message.



Keep it Simple

Be clear and direct in your message. Avoid jargon and complicated choices. A person who is beginning to lose rational control will not be processing information as well as they usually do. Complex messages will increase their anxiety and probably make their behavior more difficult to manage.

Use Reflective Questioning

Put the person's statements in your own words and then check with them to see if you have understood what they meant. By repeating or reflecting the person's message in the form of a question, you will give them an opportunity to clarify that message. This reflective questioning is also a powerful way to let the person know that you are enough to listen carefully to their words.

Use Silence

Surprisingly, silence is a very effective verbal intervention technique. Silence on your part allows the individual time to clarify their thoughts and restate their message. This often leads to valuable insight and clearer understanding of the true source of the person's conflict.

Watch Your Paraverbals

Paraverbal communication refers to the tone, volume, and cadence (rate and rhythm) of your speech.

Many identical statements can have completely opposite meanings, depending on your paraverbals.

Example:

The question, "What's wrong?" could be stated in a caring, supportive way or in an impatient condescending way. Avoid double messages by making sure that your Paraverbal communication is consistent with the words you use.

DON'T GIVE UP!

While there is no guarantee that a person under your care will not physically act out, following these seven principles will help you reduce the anxiety and defensiveness that often precede dangerous behavior. These preventive measures will help increase the *Care, Welfare, Safety and Security* of everyone in the facility.

New Employees



Kelsey Oliver
BHRA



Ashley Wickman
BHRA



Jon Mangas
BHRA



Stephen Hays
BHRA



Jamar Walker
BHRA



Whitley Bird
BHRA



Jeremy Coyle
Maintenance



Katherine Holdeman
RT



Nicole Walters
BHRA

RT Corner

Previously, RT worked with the 421 (Recovery) units on the art that was posted in the vending area. The paintings with dots on the black paper is based on aboriginal art. Aboriginal art dates back between 60,000 to 80,000 years and was used to obscure secret symbols and messages from others discovering a cultures sacred or private knowledge. There are a few “Pixel Art” pieces and “chalk art”. The “chalk art” is to represent Ochres are where people as far back as 40,000 to 60,000 years ago used the clay in the soil to draw on rocks to tell their cultures’ story.



The Recovery units also drew a picture with white crayon and then painted over it with water color paint, called watercolor resistant art. The 420B (Hope) unit did the snowmen art with white and brown paint.



Department Spotlight: Food Service

Melody Andrews has been at RSH for over nine years and is currently the Director of Dining Services with Cura. She first started in the RSH warehouse and then moved to the front office. She is currently responsible for 18 staff, making sure production is followed daily, ordering inventory, making schedules, following a budget, training and working beside her staff. Melody states the biggest challenge to food service is learning how to move in a positive direction. The food service team loves making a difference and seeing the patients smile during meals. The food service facility contains two coolers, three freezers, two dried goods storage and an ingredient room. The facility keeps bagged items on hand in case there is an emergency since there is no generator. They keep a week’s supply of food on hand at all times and can easily feed 300 plus people if needed.



Left to right in front: Cody Lakes, Karen Miller, Brittney Simons. Middle row: Mindy Turner, Mandy Brown, Chelsea Ibanez, Melody Andrews, Kimberly Brown, Sue Sonsini. Back row: Nickey Goldey, Isaac Henderson, Nic Dabneu, Andre Dunbar, Brenda Craig, Tyrone Jarrett, Wes Brandon. Missing are Brittany Tyree and Atual Shafeek

Employee Spotlight

Ricky Caldwell has been with the state for 38 years and was first hired as a meat cutter. At the time, RSH housed around 700 patients. After seven years as a meat cutter, Ricky then became a Commodity Inspector. Ricky states he has always liked working here and recalls when the campus was full of activities in the old kitchen and canteen. His fondest memories consist of when the patients use to walk the grounds often and would sometimes be led by an attendant with a boom box. Ricky also states the most drastic changes he has seen here is the change in administration and insurance policies. He says his favorite part about his job is fixing things and being all over campus. His personal hobbies include fishing, hunting and riding his motorcycle. Ricky's advice for new employees is to stick through the thick and thin.



Employee Celebration

Chris Pardo and Sierra Sells joined hands in matrimony on October 16, 2020 at Twin Falls in West Virginia. Chris has been at RSH for five years and Sierra has been at RSH for under a year. They have been together for four years and have always been friends. Their wedding consisted of a hand fastening ceremony derived from the Viking tradition. Sierra is a descendant of Nordic blood and did all the wedding decorations by hand. Congratulations Sierra and Chris!



Years of Service with State

December 5: Chad Blue (9) and Marlena James (5)

December 15: Sara Marsh(6)

December 11: Tommy Cross (14)

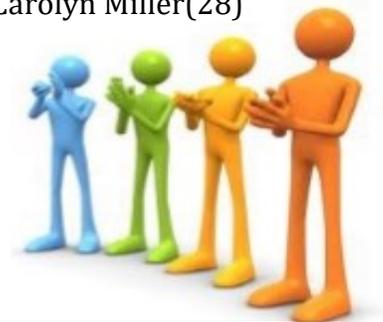
December 17: Kristie Vail (8)

December 12: Vickie Newton(15)

December 21: Carolyn Miller(28)

December 13: Tonya Sanders(16)

December 14: Charlotte Ferguson(5) and Brian Hall(5)



If you have ideas or suggestions, please contact Kathy Clark (Kathy.clark@fssa.in.gov).